

ATTACHMENT A DEFINITIONS

Client:

The client is the business, if it exists. In the case of a prospective business, the client is the individual (i.e., nascent entrepreneur). A client will be counted once in a fiscal year, with reporting to include both the number of sessions and the number of hours spent with the client.

Counseling:

Services provided to an individual and/or business that is substantive in nature and requires assistance from a resource partner or district office personnel in the formation, management, financing, and/or operation of a small business enterprise AND is for no less than one half-hour initially and includes any counseling session thereafter regardless of time. Counseling is one-on-one, in person, on the telephone or electronically and is specific to the client's individual needs and requires a signed SBA Form 641 or equivalent form that supports SBA's management information database. To allow for reporting of time invested in a client, preparatory time will be tracked separately from counseling time but attributed toward counseling time in data reporting. Travel time will not count toward counseling time but will be tracked separately.

Counseling Session:

A counseling session must be at least 30 minutes in length in order to be reported. However, it is not the intent of this definition to encourage a time limitation of 30 minutes, but rather to create standardization across all SBA ED programs. The SBA recognizes the quality and impact of SBDC counseling achieved through long-term relationships with clients and corresponding in-depth counseling. Further, the SBA acknowledges that SBDC counseling typically is measured in hours, not minutes, and the proven historical SBDC client economic impact statistics are principally a result of the significant investment in client counseling.

Counseling Case:

See client.

Distance Learning:

Distance learning is the process of connecting learners with remote and multiple resources. Such learning uses communication technologies to stimulate continuous and lifelong learning. The technologies used include video, audio, computer, satellite, audio-graphic and print technologies.

Early Start-Up Business (Start-Up Business):

A business entity that has been in business from zero to six months.

Electronic Commerce (eCommerce):

Electronic commerce is a term that has evolved from meaning electronic shopping to representing all aspects of business and market processes enabled by the internet and other digital technologies.

Existing Business:

A business entity that has been in business in excess of six months.

Goals and Initiatives:

Goals are those established by the SBA Administrator in response to the Government Performance and Results Act (GPRA), and cover several years or those negotiated between the SBA District Office and the SBDC. SBDCs also have goals with their local funding partners. Initiatives are shorter term issues of interest or may include populations designated by SBA for special emphasis.

Grants Management Officer:

The grants management officer is the SBA official with delegated authority to obligate Federal funds by signing the notice of award.

Information Transfers :

Information transfers are contacts with individuals of a substantive nature that can not be considered counseling or training because they do not meet the minimum time requirement of 30 minutes. Recipients must report information transfers using SBA Form 2226. Elements that should be reported on the SBA Form 2226 include the following: phone calls; information packets disseminated; newsletters; website visitors requesting information; clients using onsite library materials; and clients attending presentations that do not qualify as training events.

In-Kind:

In-kind is a non-cash match contribution based on the value of goods and services that are provided to the project, which may include office equipment and office space.

Lead District Director:

The Lead District Director is located in a state with one lead SBDC, but more than one SBA District Office. The Lead District Director is designated by the OSBDC to be responsible for negotiating the Cooperative Agreement with the OSBDC.

Loan Package:

A loan package is a collection of documents required by a lender that is used to make a business loan approval decision. It usually includes a business plan plus personal financial records such as tax returns and net worth statements. It must make clear the amount of money needed, what it will be used for, and evidence that the business can repay the loans on time. It usually includes personal (not business) guarantees of repayment and a listing of collateral – business or personal assets that can be taken or sold by the lender to pay back the loan in case the business defaults on repayment.

Nascent Entrepreneur:

A nascent entrepreneur is an individual who has taken one or more active steps to form a business, according to the Kauffman Foundation. This includes individuals seeking assistance from SBA and/or one of its resource partners. The Office of Entrepreneurial Development has defined nascent as one of its three major market segments: nascent; start-up, those individuals who have been in business up to 6 months; and, in-business, those businesses in operation more than six months and classified as small by the SBA.

Non-Debt Financing:

Non-Debt Financing includes all financing obtained by clients as a result of SBDC assistance (except loans), such as: grants, SBIR awards, equity investments, licensing fees, and government contracts.

On-line Counseling:

On-line or email counseling must conform to the same quality standards as person-to-person counseling. (See definition of counseling above.) As such, on-line (or e-mail) counseling must be substantive in nature and require assistance from an SBDC in the formation, management, financing, and/or operation of a small business enterprise. It must be 30 minutes in length to qualify as a session. The recipient of the counseling must acknowledge, through an SBA Form 641 or an SBA approved "electronic substitute," the requirements imposed by accepting counseling assistance from the SBA or its resource partner.

On-line Training:

On-line training or a webinar must last 30 minutes or more and must conform to the same quality standards as person-to-person training. (See definition of training above.) Such an activity may include a self-taught online training event or an interactive on-line course. Online training requires client registration, must be sponsored by the SBDC, and be delivered through the SBDC's website. Every attempt must be made to collect information from the individual that is collected on the SBA Form 888. If the on-line training is less than 30 minutes it will be counted as an information transfer. Participation shall be measured by registered "visits" (as opposed to "hits") at a specified website. There must be an evaluation and every attempt should be made to have the participant complete the information.

Prebusiness Workshop:

This is a training program designed for individuals interested in owning and managing a small business or small business owners who have been in operation for a year or less. The purpose is to provide a comprehensive introduction to the fundamentals of starting and managing a small business.

Program Income:

Program income is gross income earned by the recipient that is directly generated by a supported activity supported with project funds or earned as a result of the award. Program income includes, but is not limited to, income from fees for services performed, the use or rental of real or personal property acquired under Federally-funded projects, the sale of commodities or items fabricated under an award, license fees and royalties on patents and copyrights, and

interest on loans made with award funds. Interest earned on advances of Federal funds is not program income.

Reporting Cycle:

The reporting cycle for performance data is based on the Federal Government's fiscal year. Data must be reported to SBA based on the four quarters that occur during October 1 – September 30.

SBDC Network/SBDC Program:

The SBDC Network or the SBDC Program is the combination of the Lead SBDC, SBDC service centers, and satellite locations.

SBA Resource Partners :

SBA Resource Partners are organizations that provide services through SBA funding or through another recognized relationship with SBA. Resource partners include Small Business Development Centers (SBDCs), Service Corps of Retired Executives (SCORE), Women's Business Centers (WBCs), Business Information Centers (BICs), U.S. Export Assistance Centers (USEACs), the SBA MicroLoan Program microlenders and non-lender technical assistance providers, and SBA Cosponsorship and Memorandum of Understanding partners.

SBDC Service Center:

A service center is an entity authorized by the Lead SBDC to perform SBDC counseling and training services. There is no direct relationship between a service center and the SBA. Lead SBDCs are encouraged to include Historically Black Colleges and Universities as service centers in their networks.

Special Emphasis Groups :

The Special Emphasis Groups are underrepresented in the population of business owners compared to their representation in the overall population. Special Emphasis Groups may include: disabled individuals, Native Americans or Alaska Natives, Black or African Americans, Asian Americans, Native Hawaiians or other Pacific Islanders; Hispanics, women, veterans, service connected-disabled veterans, individuals in rural areas, individuals in HUBZones, and individuals in low to moderate income urban and rural areas as determined by Census Bureau information. This can vary from SBDC to SBDC depending upon its location and demographics.

Training:

An SBDC training workshop or seminar is defined as an activity or event in which a counselor from a resource partner, district office personnel, or a third party actively delivers a structured program of knowledge, information or experience on a business-related subject. There must be one or more attendees. A training course must last a total of an hour or more to be counted as training. Training courses lasting less than one hour are to be counted and reported as information transfers. Courses with multiple sessions count as one course. An agenda, attendee list, and evaluation must be kept in the file. The SBDC must use SBA Form 888 to document and report SBDC training activities. SBA's management information system collects both the

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number of sessions and hours for the course. When training is provided by multiple sponsors they must equitably divide the attendees so as to eliminate multiple counting. In situations where there are breakout sessions given individually by resource partners, each resource partner can count the respective breakout session attendees with the requirement that there is a sign-in sheet, an evaluation, and an SBA Form 888 prepared.